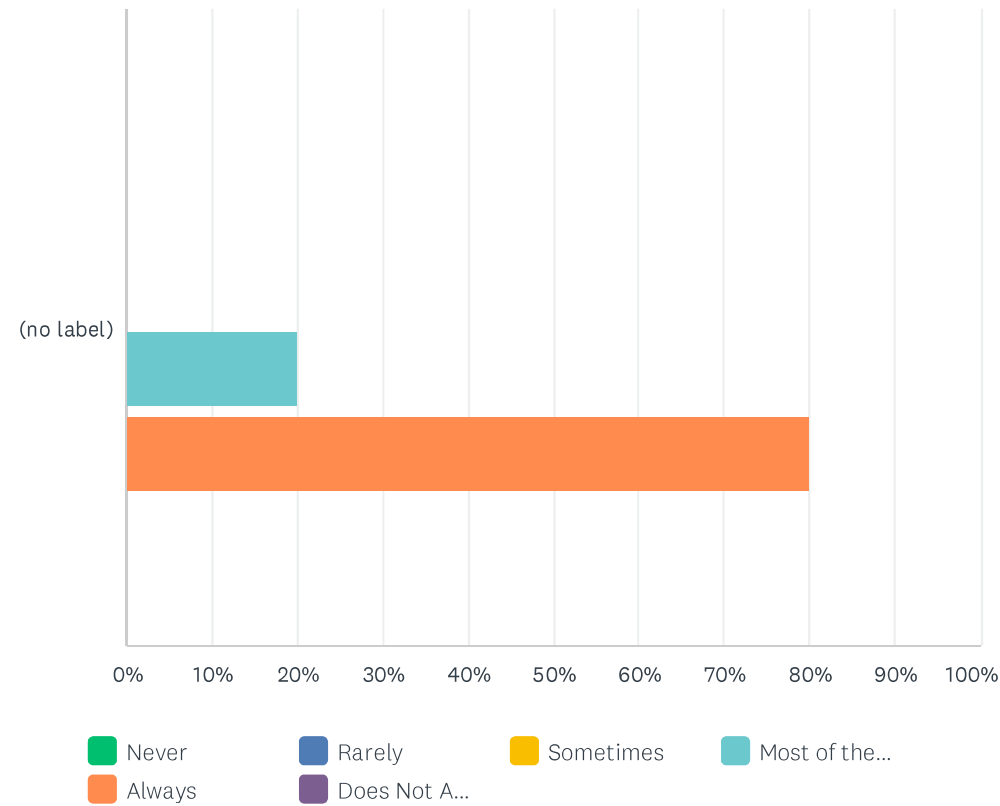


Q1 The staff involve you in decisions about care

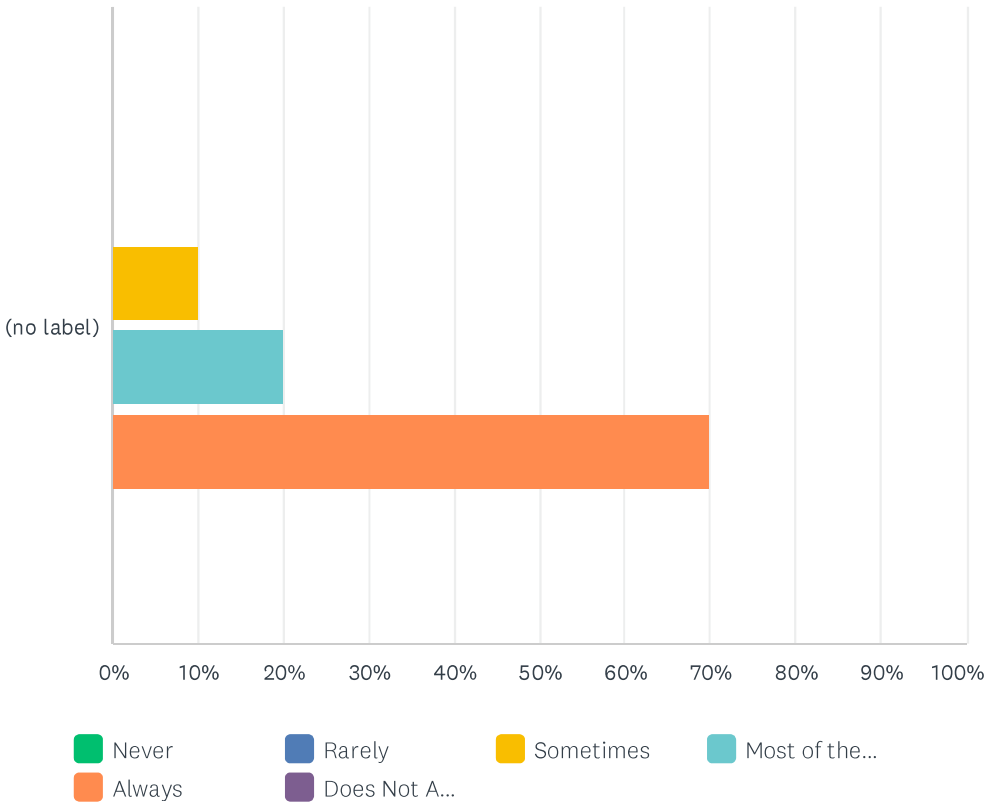
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	20.00% 2	80.00% 8	0.00% 0	10	4.80

Q2 Staff respect resident's likes/ dislikes

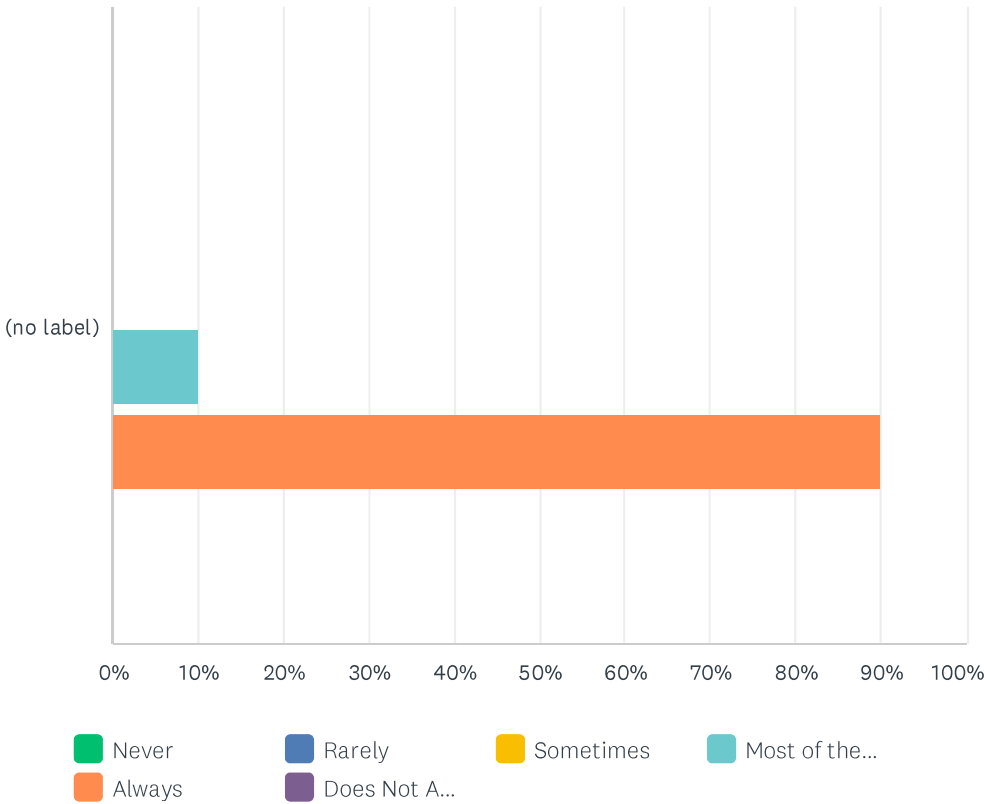
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	10.00% 1	20.00% 2	70.00% 7	0.00% 0	10	4.60

Q3 Staff treat me with respect

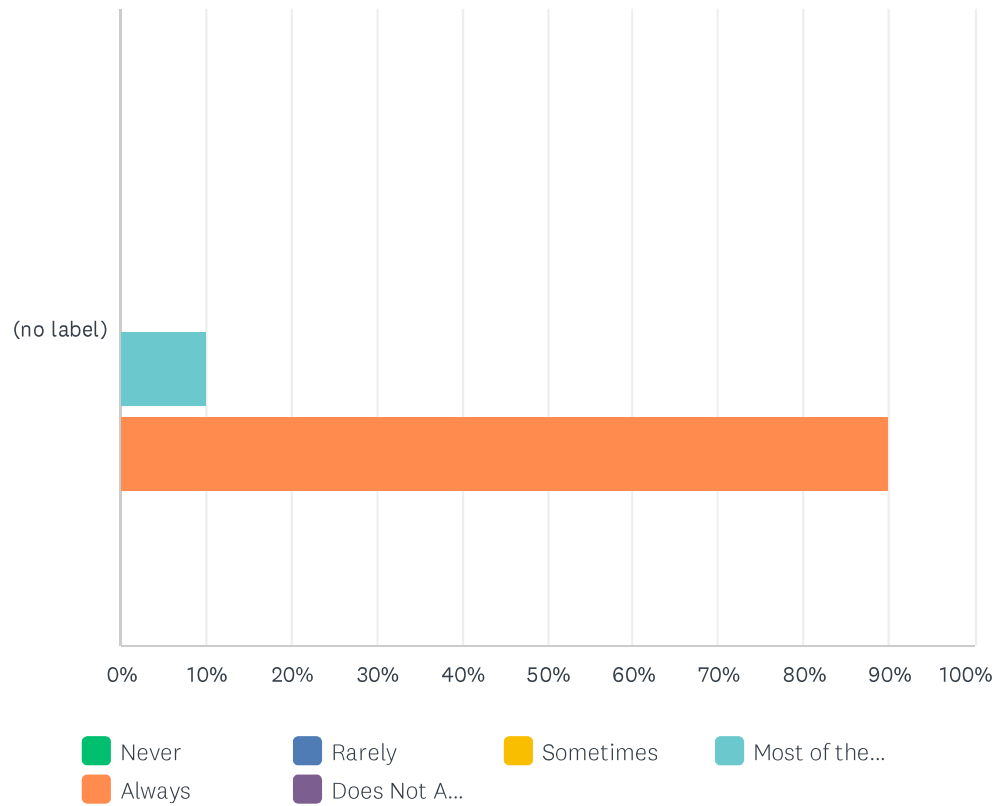
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	10.00% 1	90.00% 9	0.00% 0	10	4.90

Q4 Resident's privacy is respected

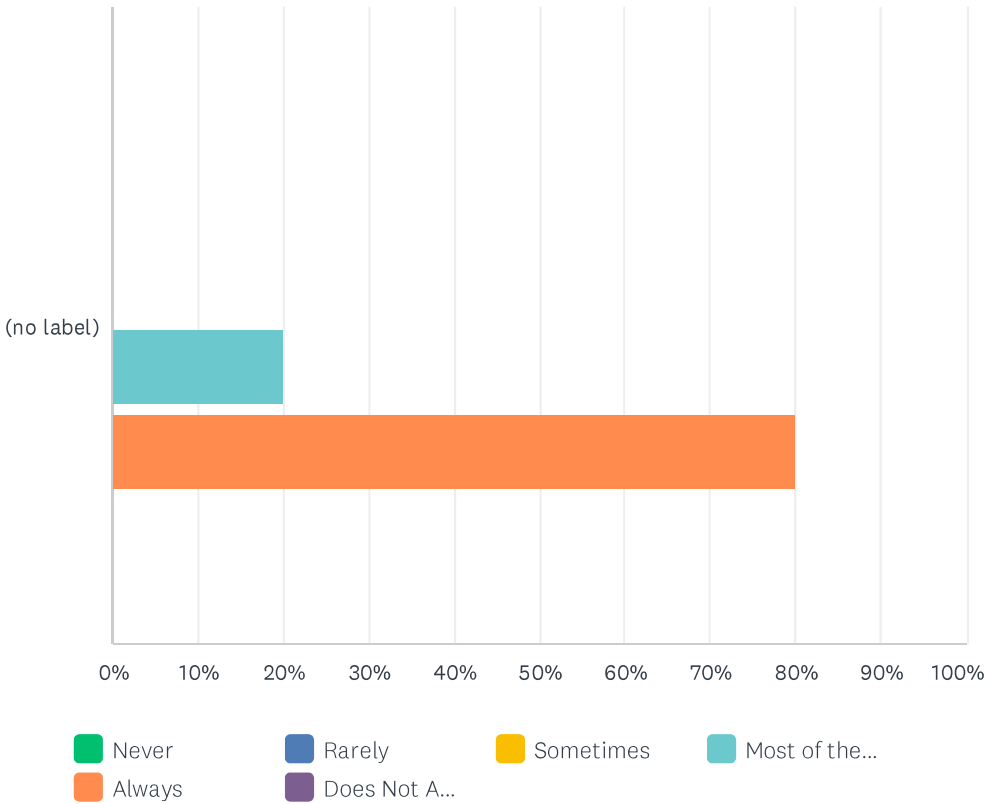
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	10.00% 1	90.00% 9	0.00% 0	10	4.90

Q5 Residents are given choices and they are respected

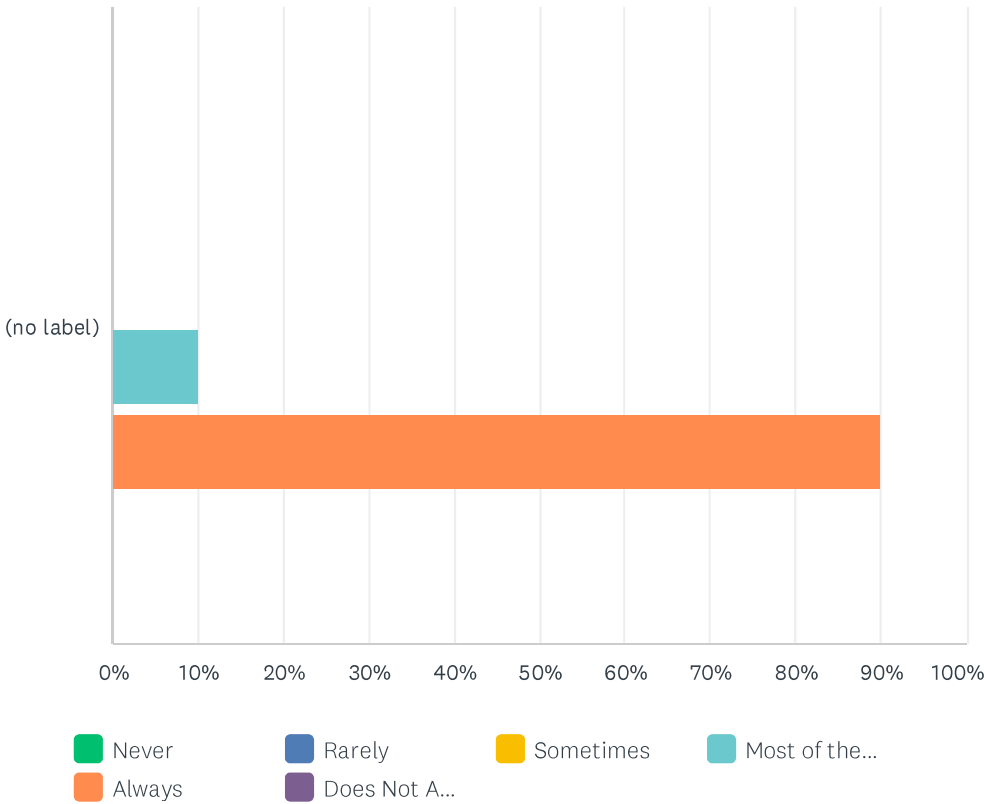
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	20.00% 2	80.00% 8	0.00% 0	10	4.80

Q6 Residents can express their opinions without fear of consequences

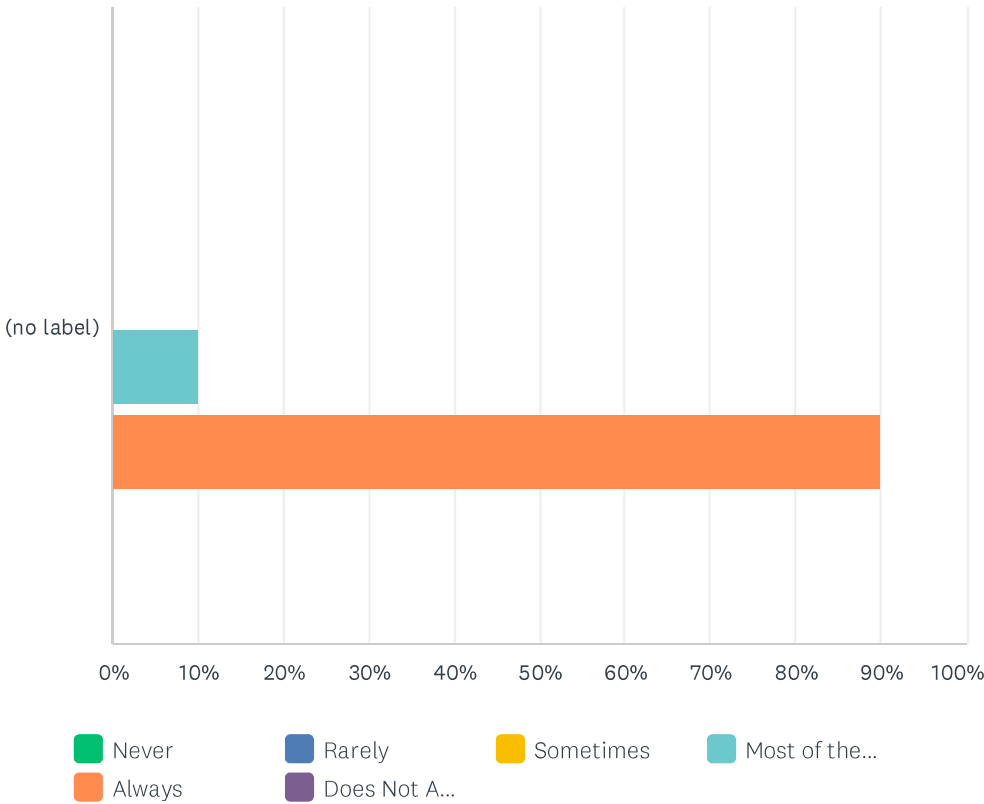
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	10.00% 1	90.00% 9	0.00% 0	10	4.90

Q7 The staff are good listeners

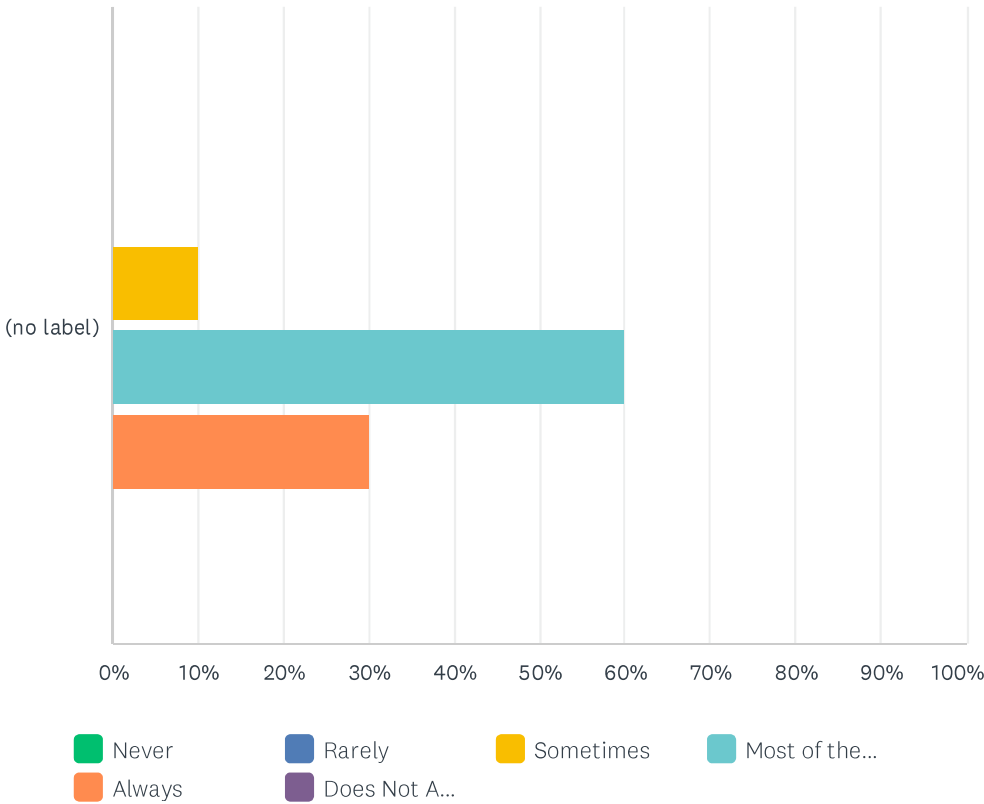
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	10.00% 1	90.00% 9	0.00% 0	10	4.90

Q8 Staff respond promptly when you call

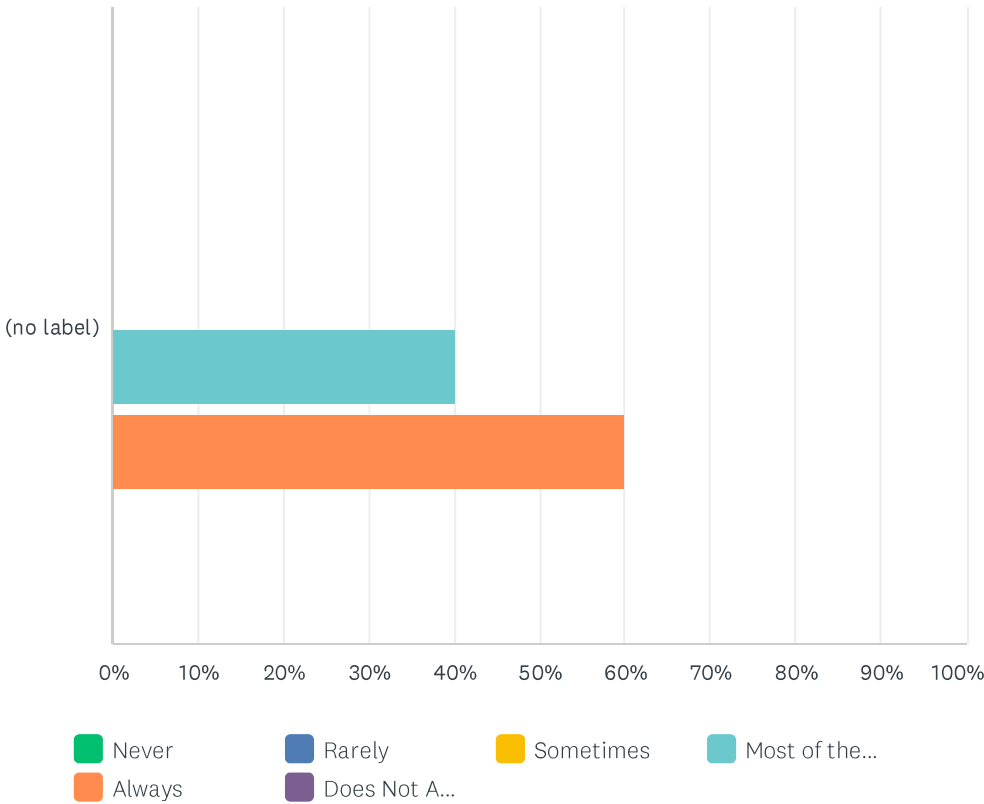
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	10.00% 1	60.00% 6	30.00% 3	0.00% 0	10	4.20

Q9 Staff pay attention to the residents

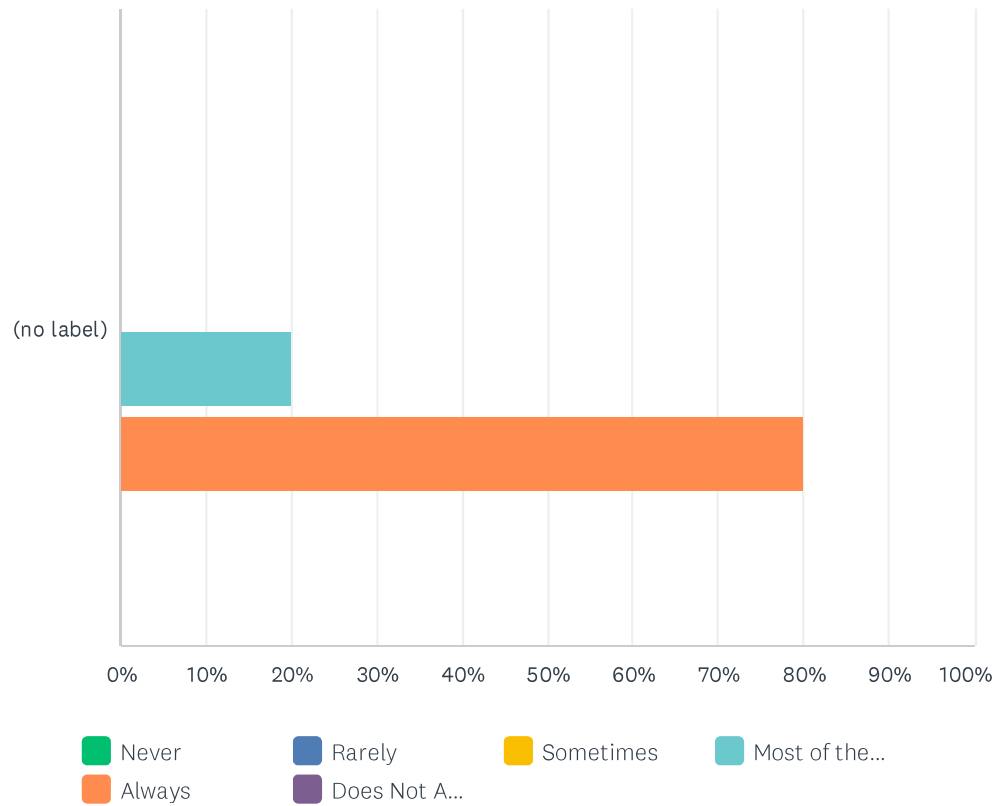
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	40.00% 4	60.00% 6	0.00% 0	10	4.60

Q10 The staff act in a professional manner when they deal with me

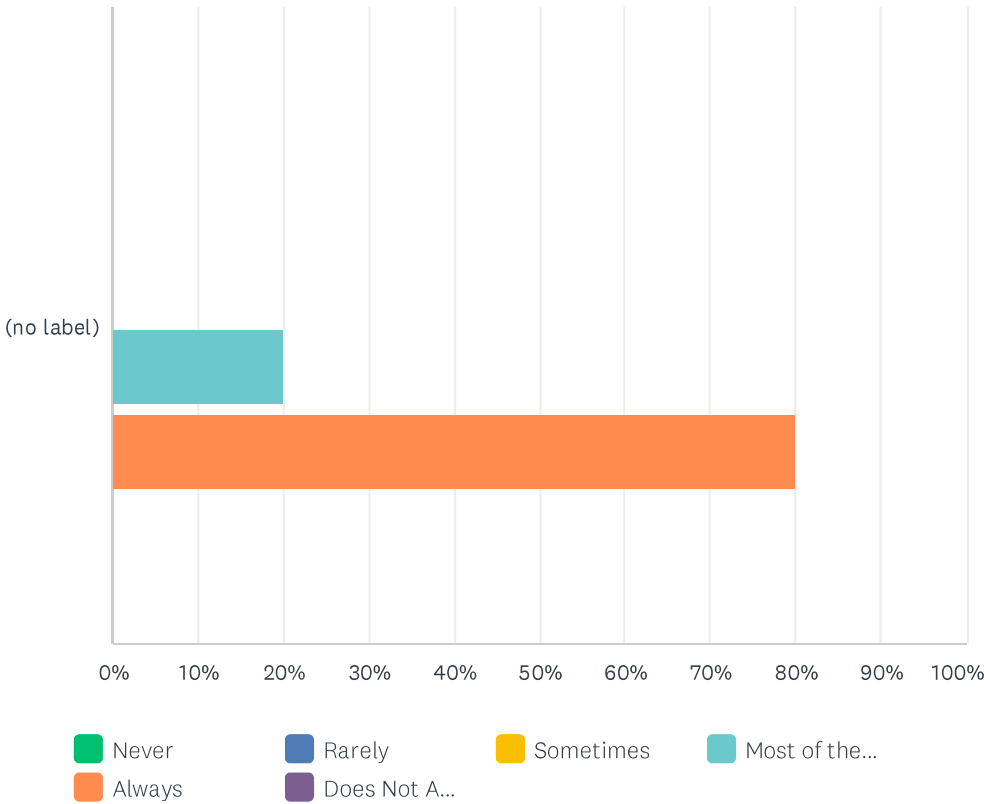
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	20.00% 2	80.00% 8	0.00% 0	10	4.80

Q11 Overall, I am happy with the nursing care

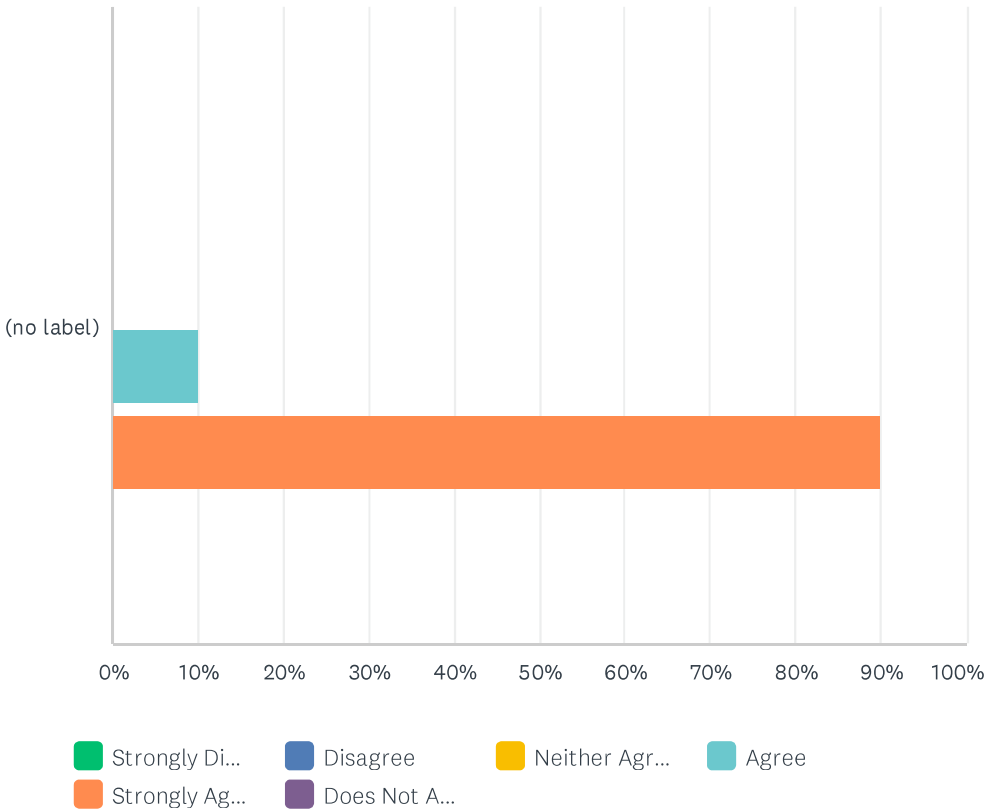
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	20.00% 2	80.00% 8	0.00% 0	10	4.80

Q12 The staff are friendly and courteous

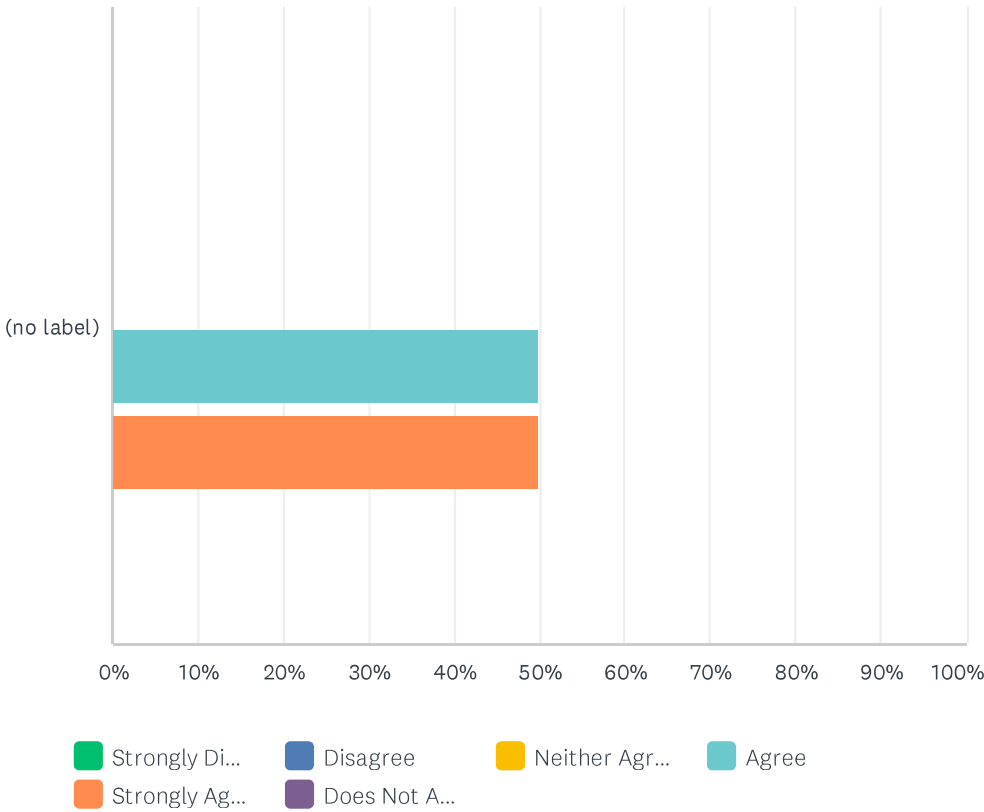
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	10.00% 1	90.00% 9	0.00% 0	10	4.90

Q13 Do the staff take time to have conversations with the residents?

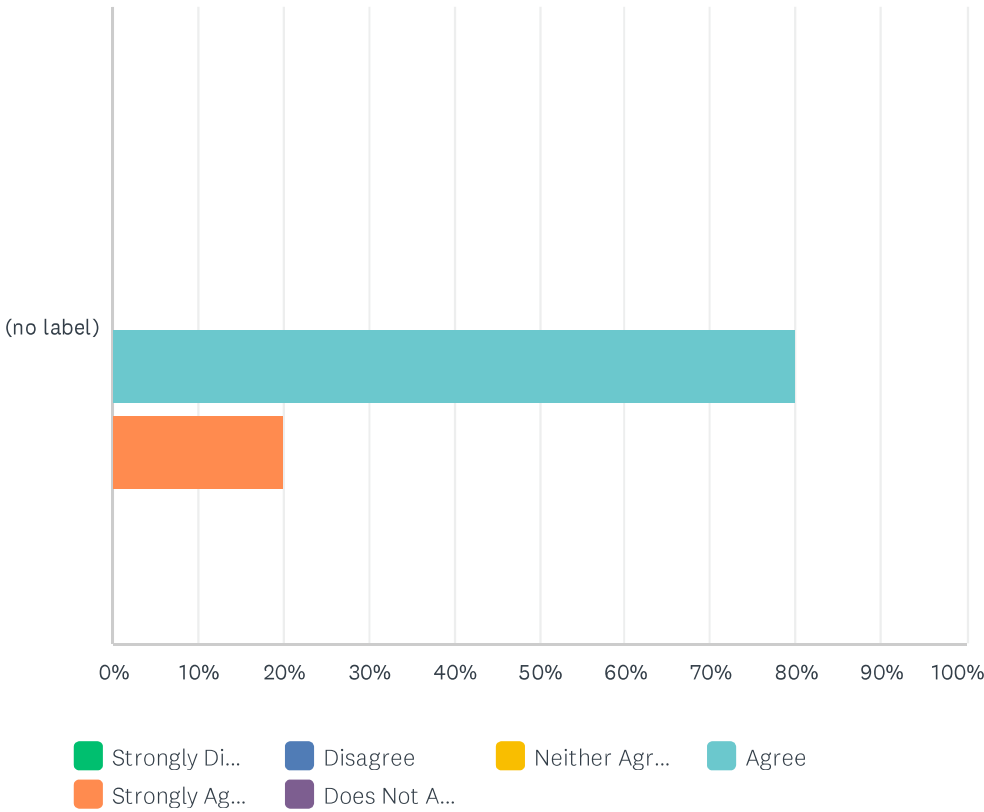
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	50.00% 5	50.00% 5	0.00% 0	10	4.50

Q14 When I tell the staff a concern I feel they listen

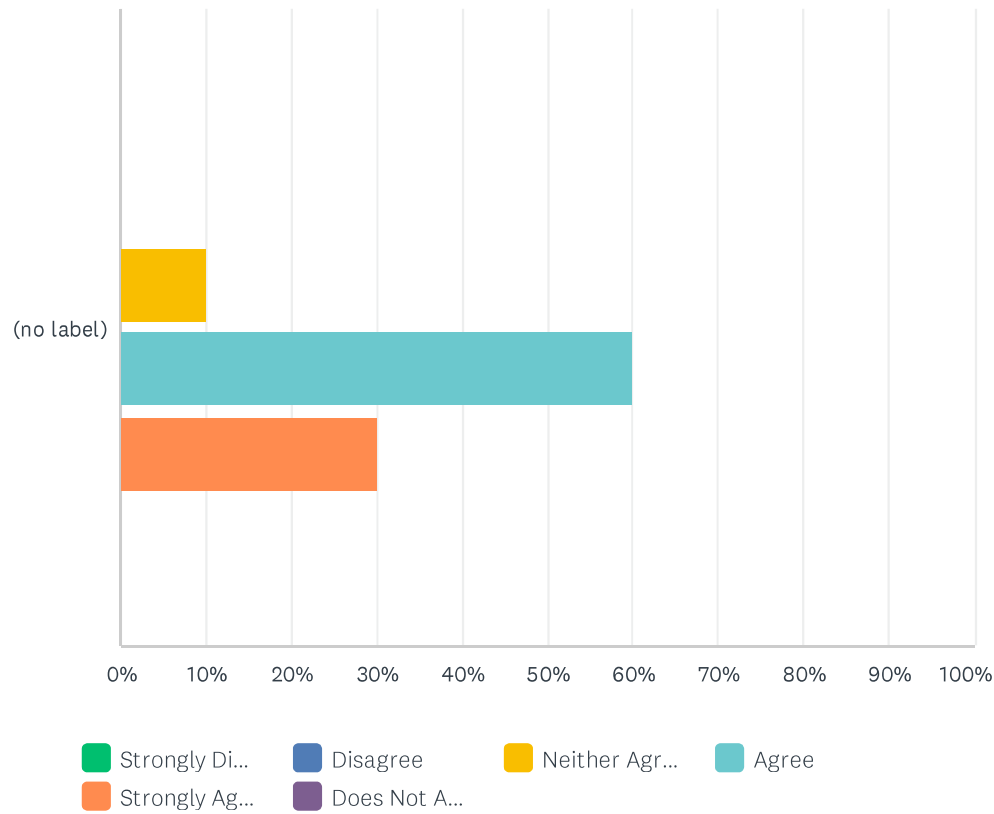
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	80.00% 8	20.00% 2	0.00% 0	10	4.20

Q15 Do problems get resolved in a timely manner?

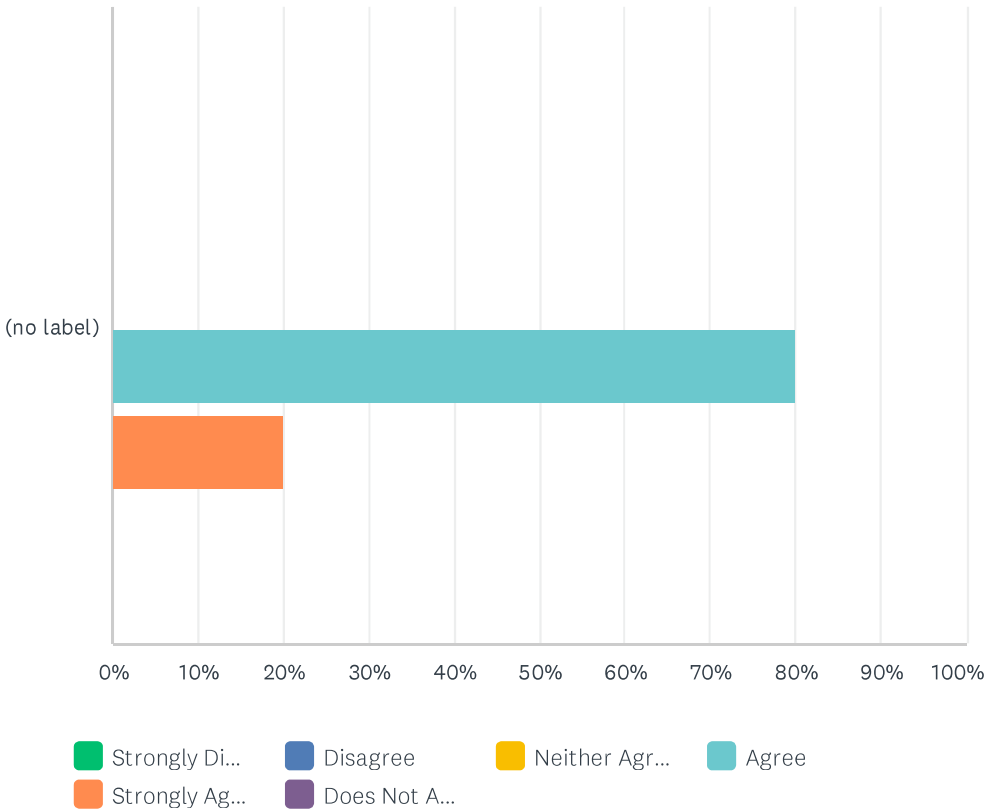
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	10.00% 1	60.00% 6	30.00% 3	0.00% 0	10	4.20

Q16 Are you given feedback/answers to your questions and concerns?

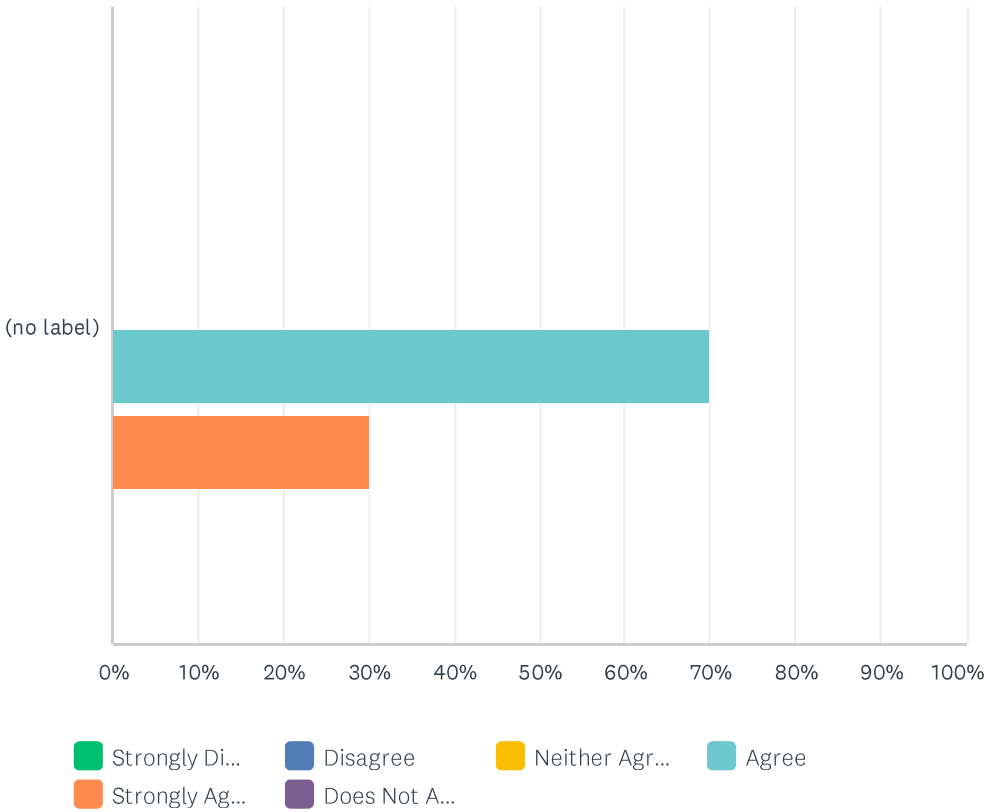
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	80.00% 8	20.00% 2	0.00% 0	10	4.20

Q17 Overall, I'm satisfied with how problems are handled

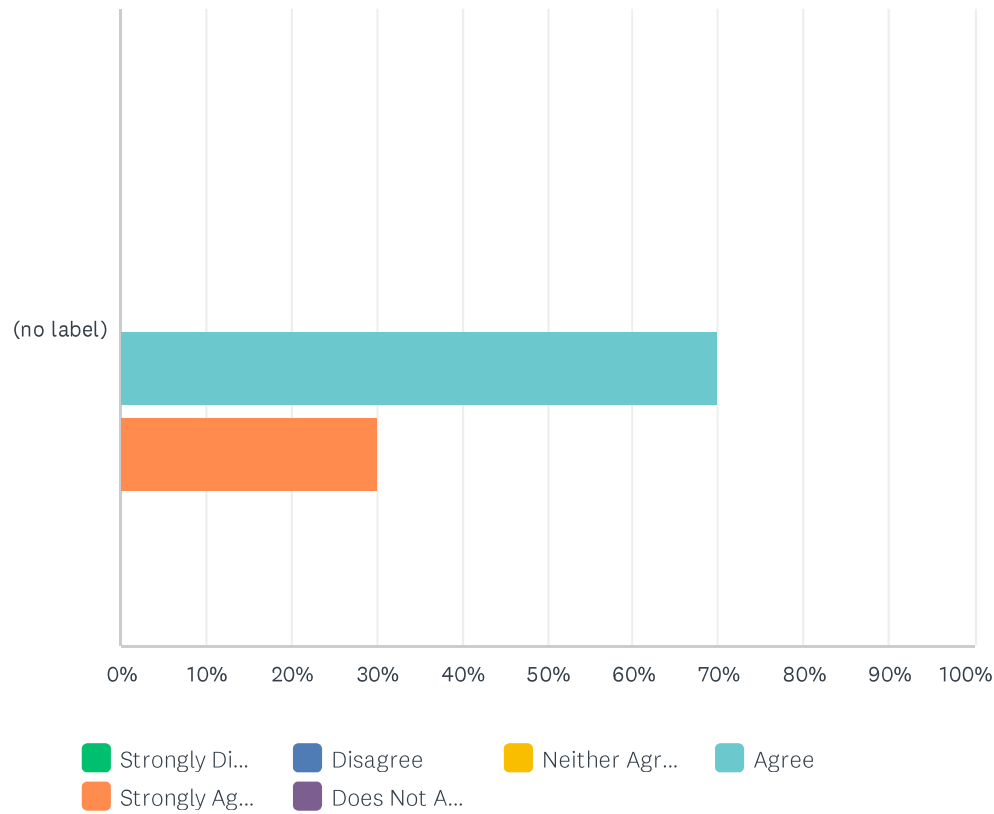
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	70.00% 7	30.00% 3	0.00% 0	10	4.30

Q18 The home is kept clean

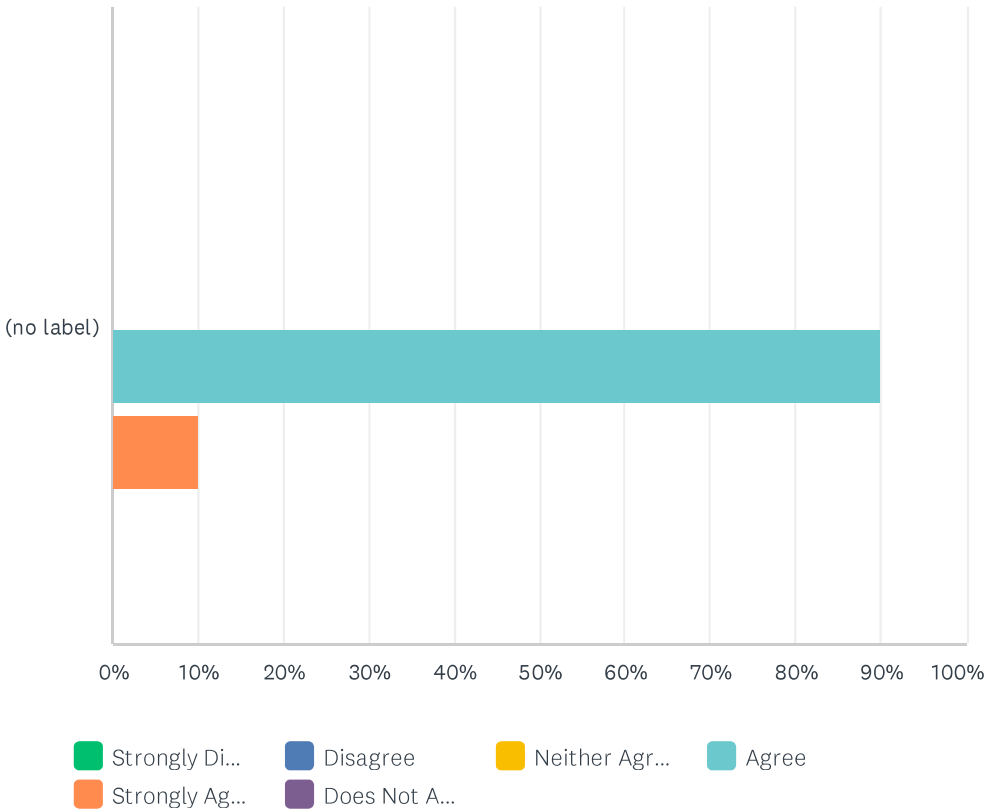
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	70.00% 7	30.00% 3	0.00% 0	10	4.30

Q19 The home is well maintained

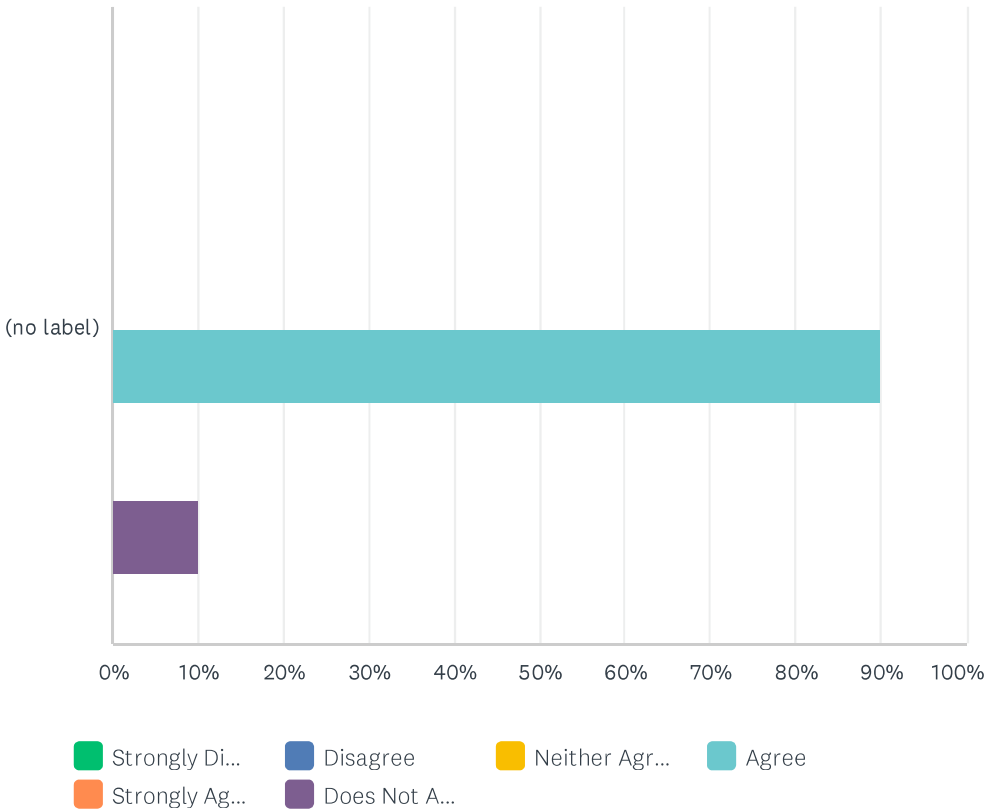
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	90.00% 9	10.00% 1	0.00% 0	10	4.10

Q20 The gardens and grounds outside are well maintained

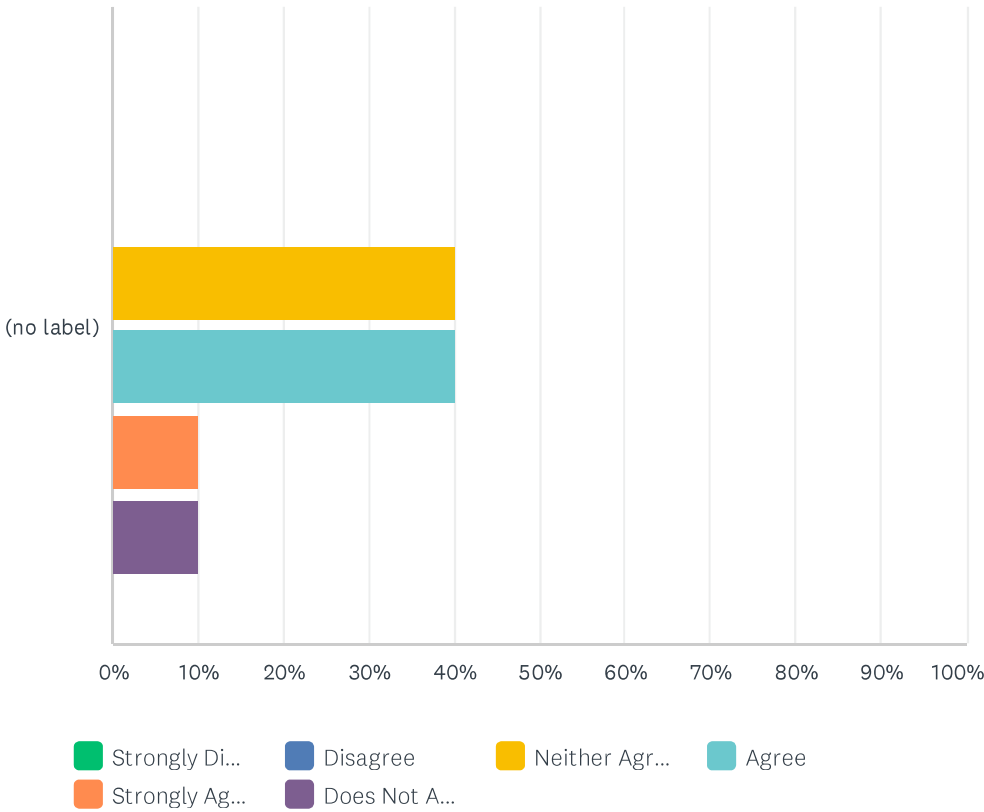
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	90.00% 9	0.00% 0	10.00% 1	10	4.00

Q21 The décor in shared public areas is warm and inviting

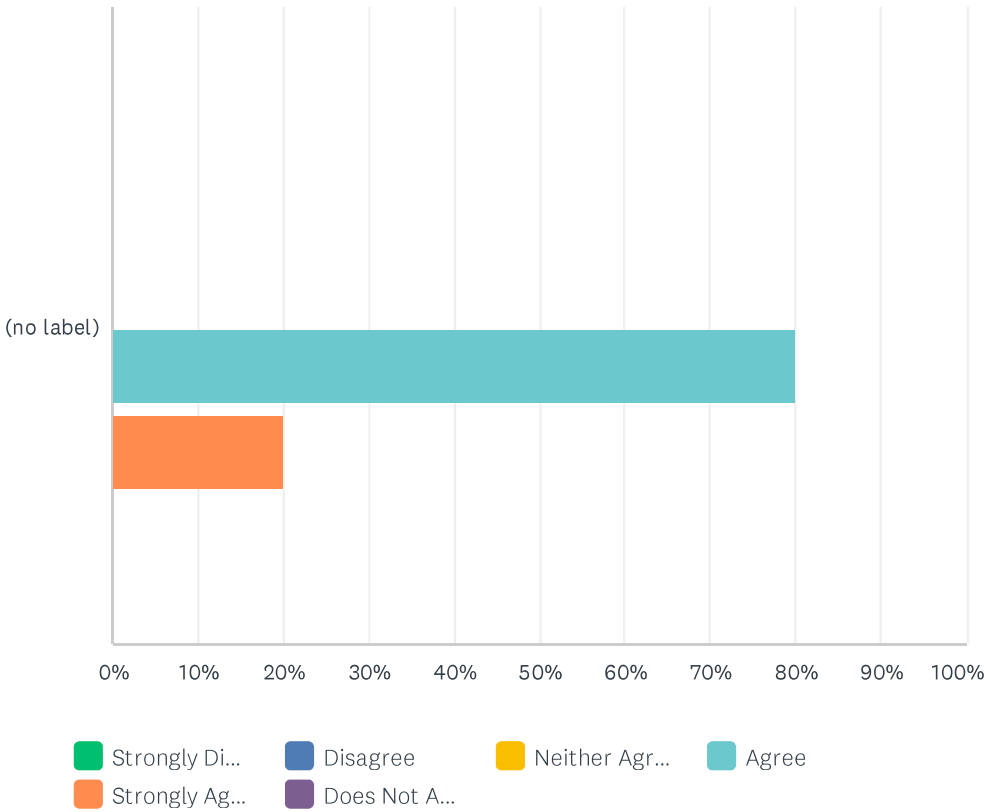
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	40.00% 4	40.00% 4	10.00% 1	10.00% 1	10	3.67

Q22 There is a home-like feel to the home

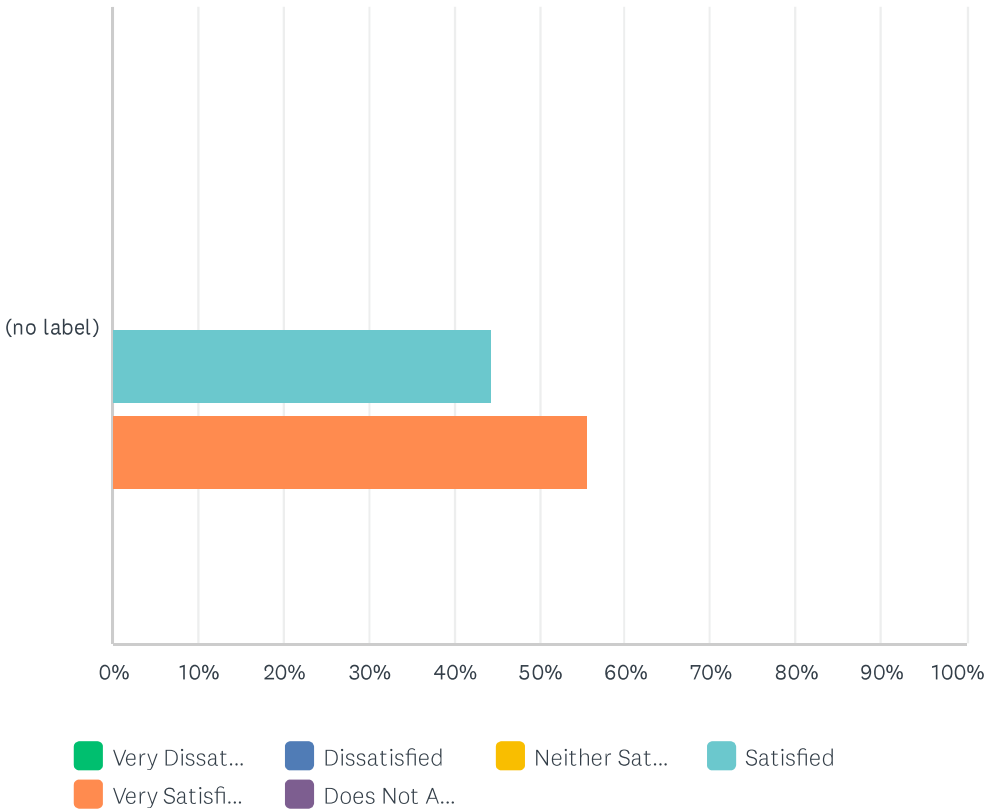
Answered: 10    Skipped: 0



	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE OR DISAGREE	AGREE	STRONGLY AGREE	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	80.00% 8	20.00% 2	0.00% 0	10	4.20

Q23 There is a good variety of programs

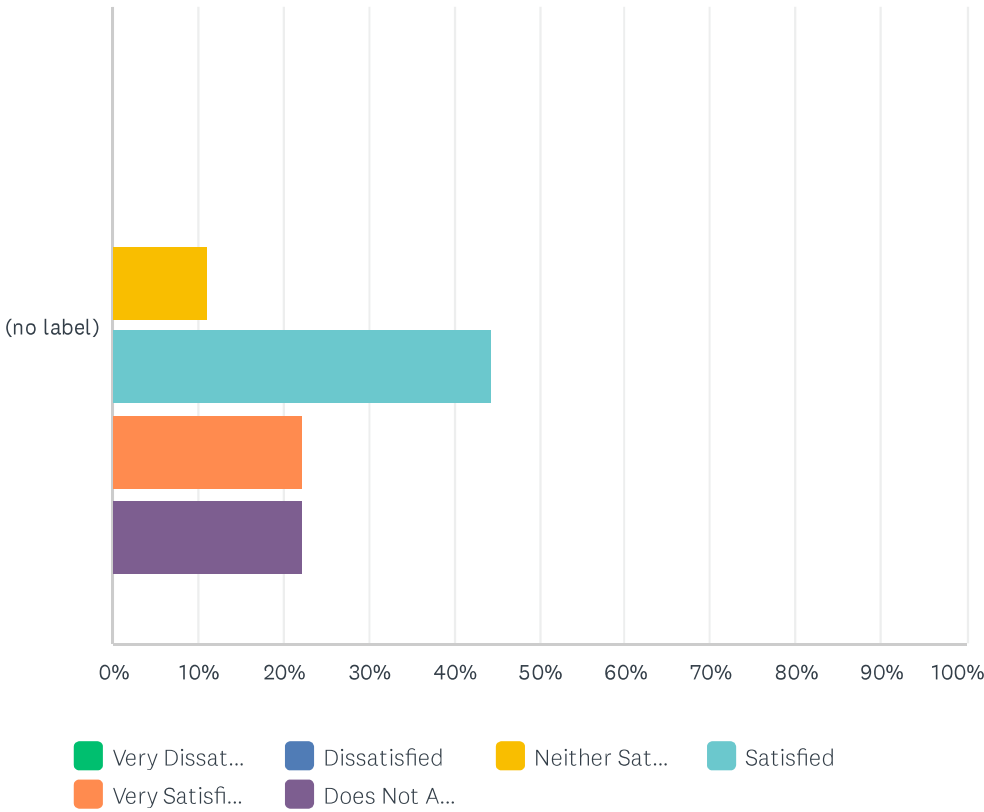
Answered: 9    Skipped: 1



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	44.44% 4	55.56% 5	0.00% 0	9	4.56

Q24 Are there enough programs on the weekends?

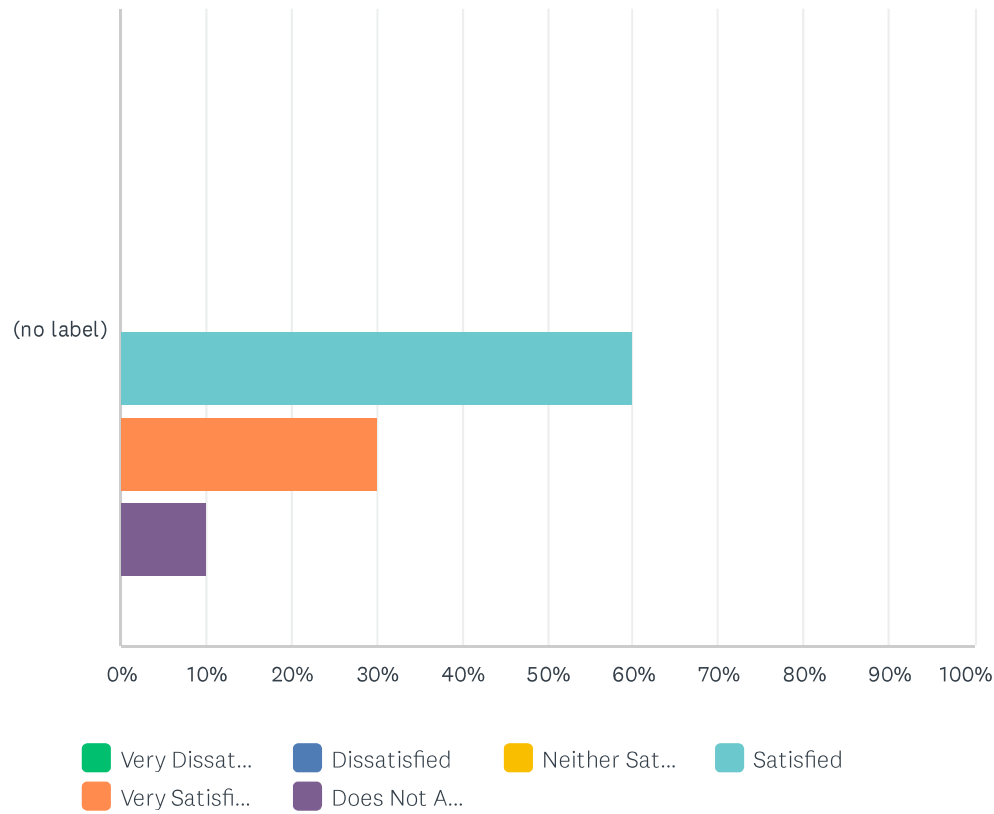
Answered: 9    Skipped: 1



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	11.11% 1	44.44% 4	22.22% 2	22.22% 2	9	4.14

Q25 Spiritual/religious needs are met

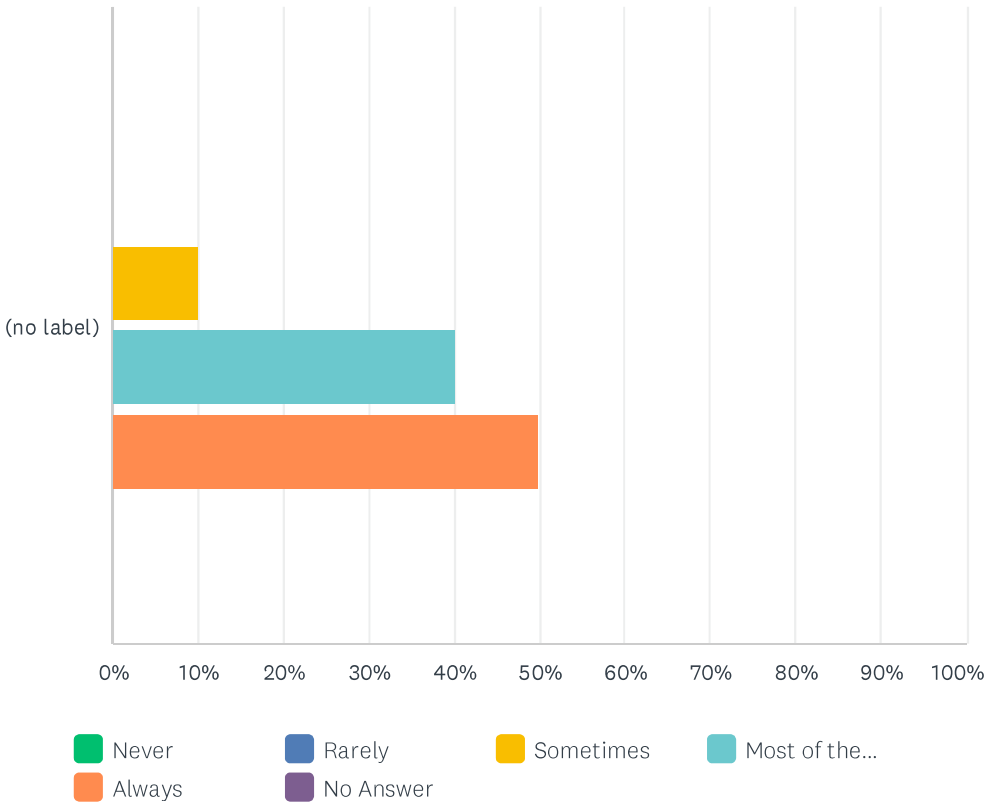
Answered: 10    Skipped: 0



	VERY DISSATISFIED	DISSATISFIED	NEITHER SATISFIED OR DISSATISFIED	SATISFIED	VERY SATISFIED	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	60.00% 6	30.00% 3	10.00% 1	10	4.33

Q26 I am happy with the food choices given to residents

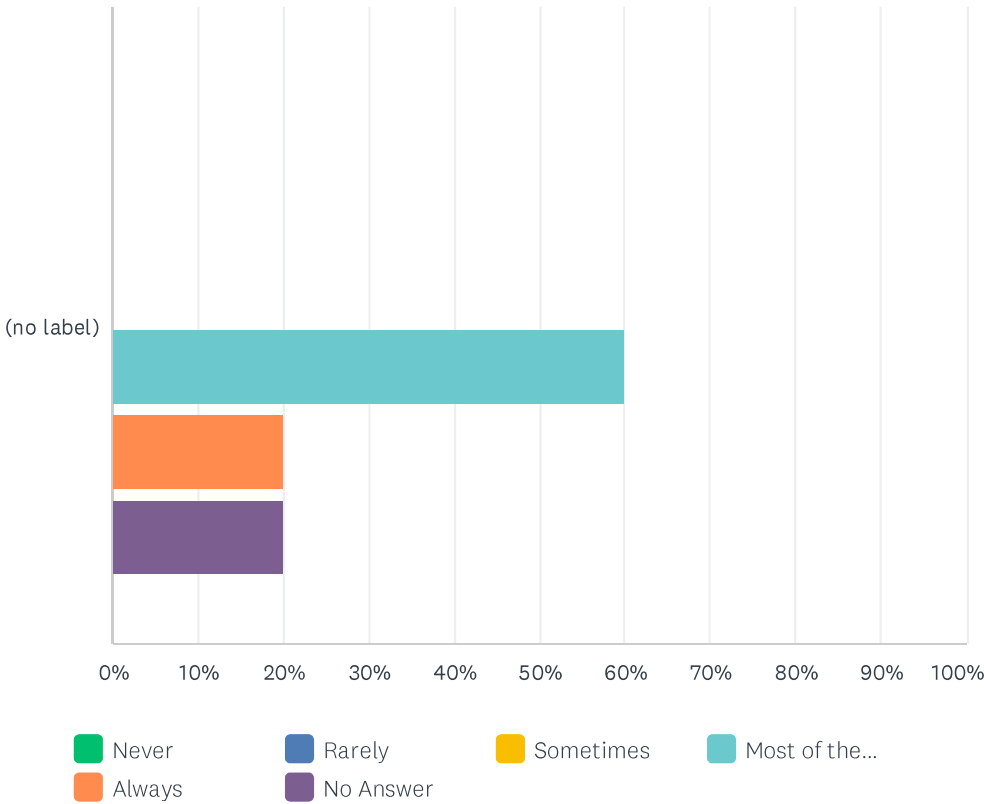
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	10.00% 1	40.00% 4	50.00% 5	0.00% 0	10	4.40

Q27 Mealtime is an enjoyable time

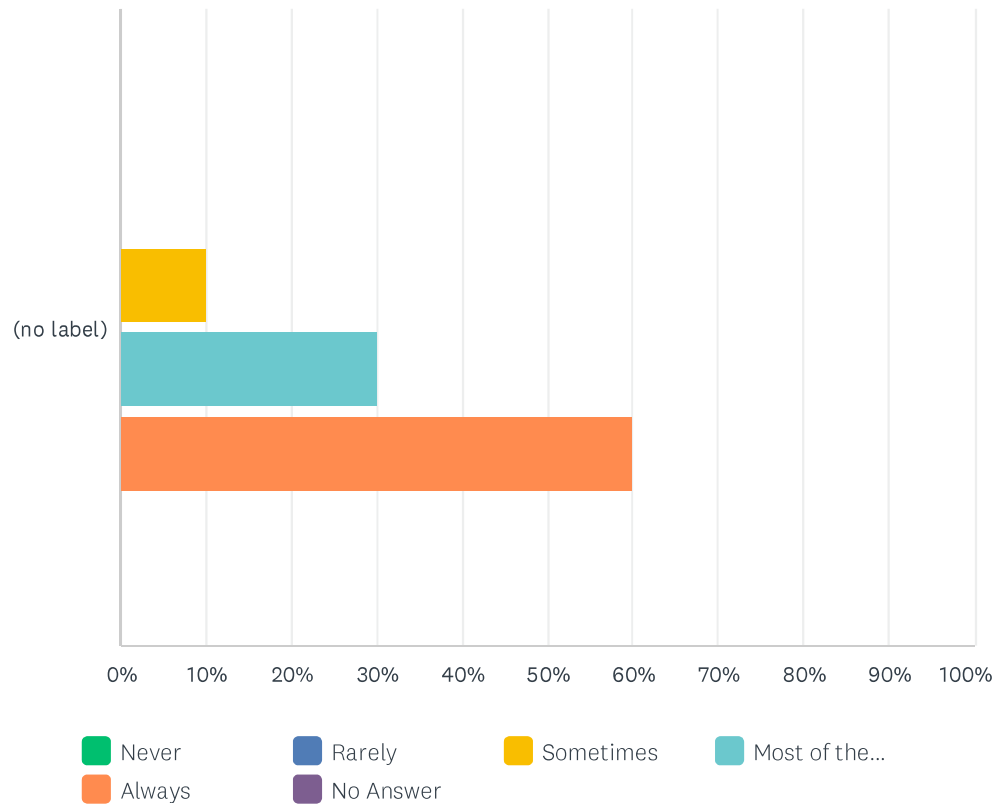
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	60.00% 6	20.00% 2	20.00% 2	10	4.25

Q28 I am satisfied with the quantity of food at meals

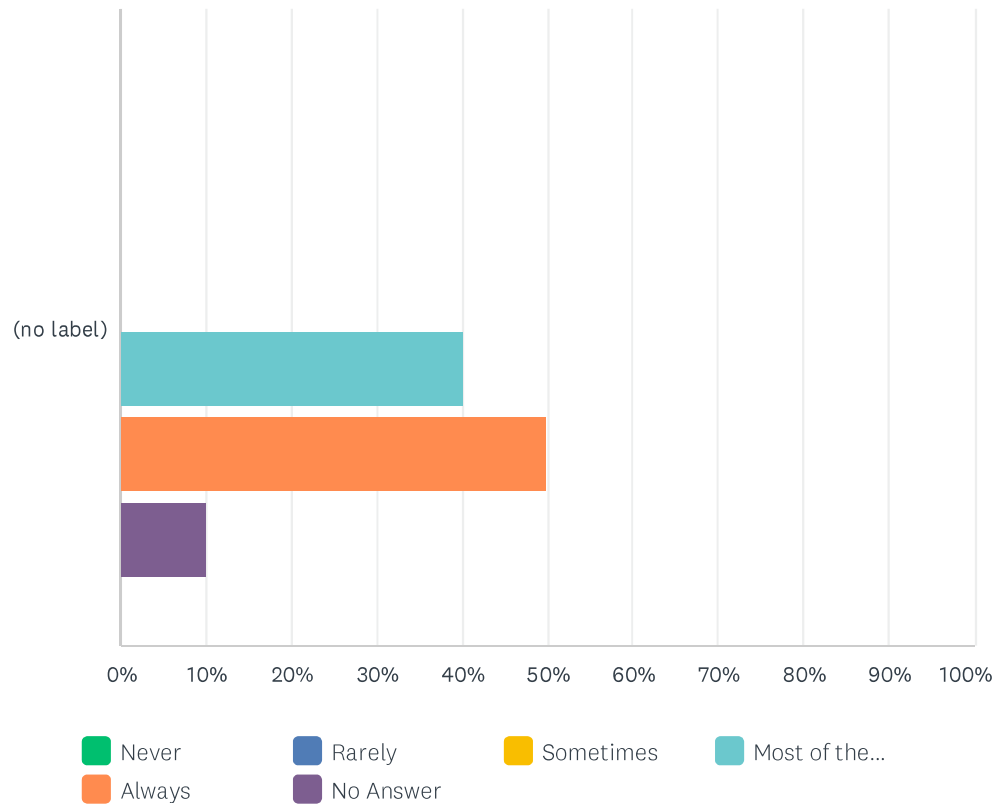
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	10.00% 1	30.00% 3	60.00% 6	0.00% 0	10	4.50

Q29 There is a good variety of food

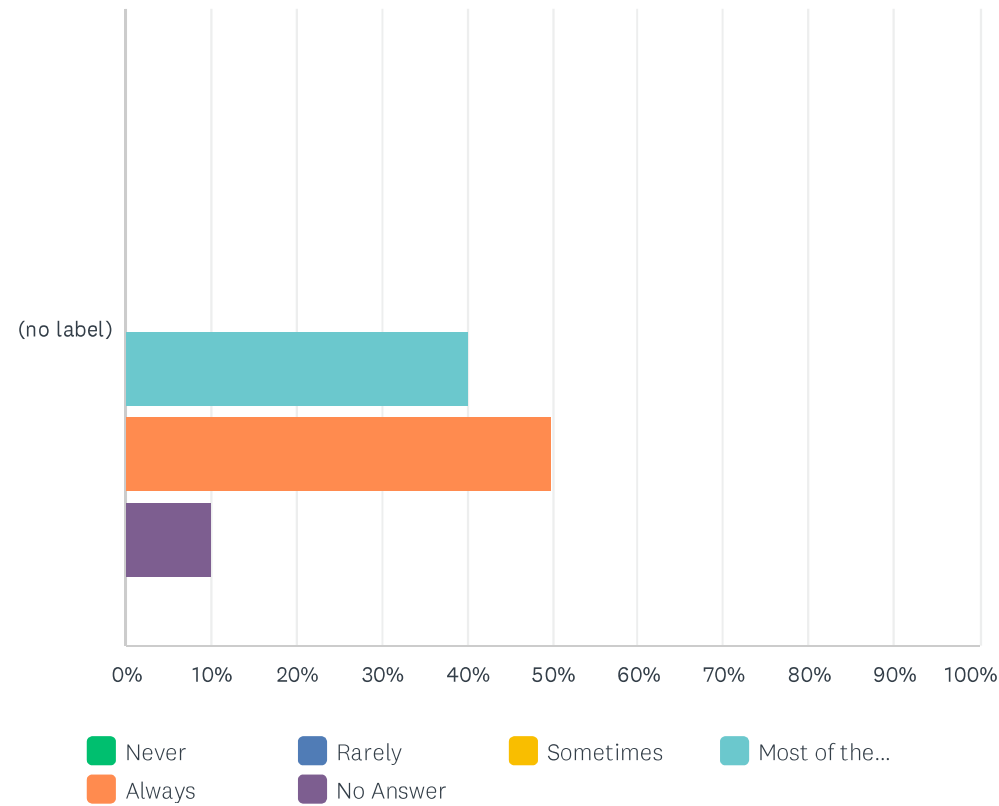
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	40.00% 4	50.00% 5	10.00% 1	10	4.56

Q30 There is a variety of food on the snack cart

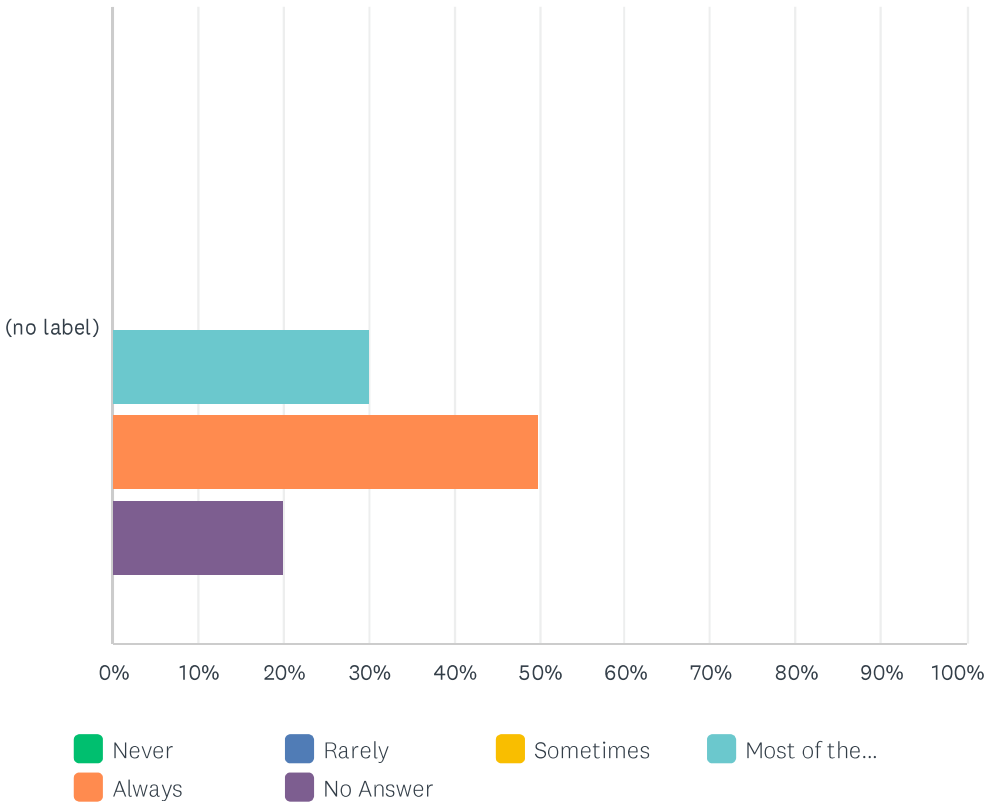
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	40.00% 4	50.00% 5	10.00% 1	10	4.56

Q31 I am pleased with the dining experience

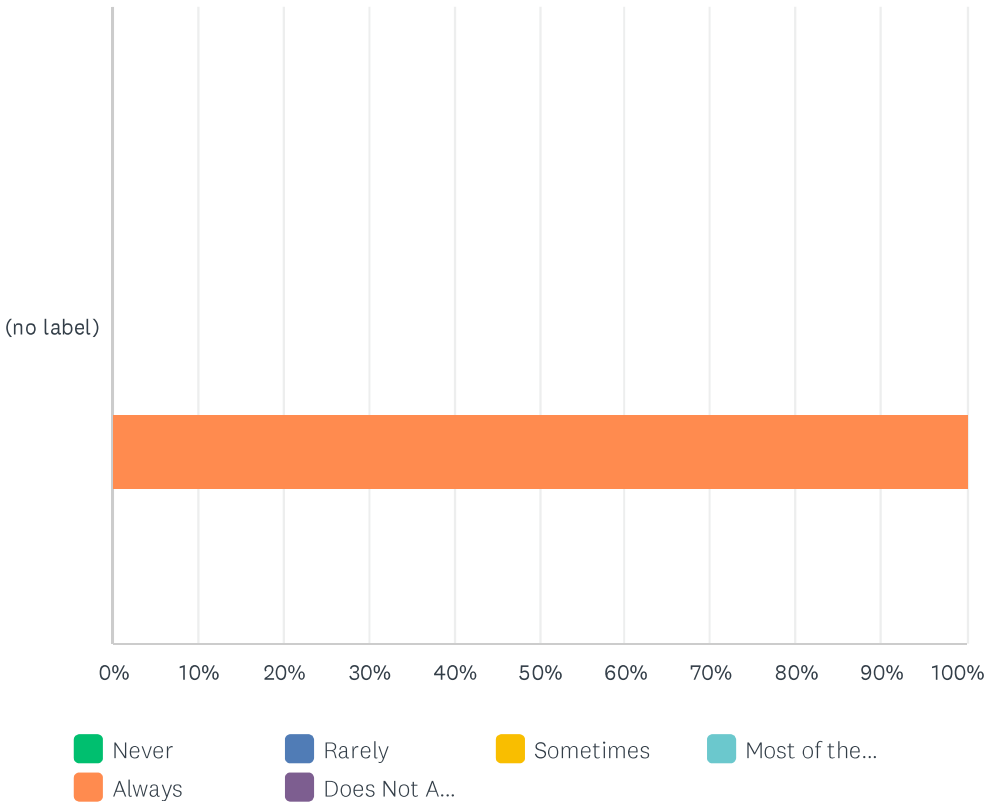
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	NO ANSWER	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	30.00% 3	50.00% 5	20.00% 2	10	4.63

Q32 Do you feel you have a voice in the care of your family member?

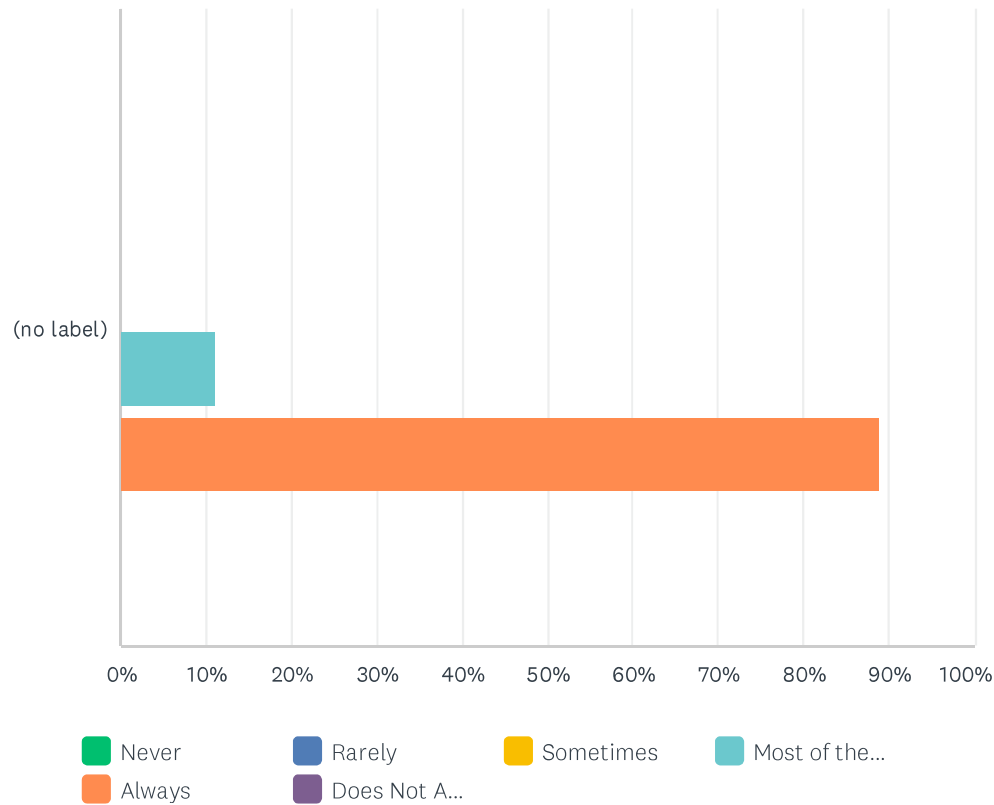
Answered: 9    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 9	0.00% 0	9	5.00

Q33 Do you receive good communication from staff when there are concerns?

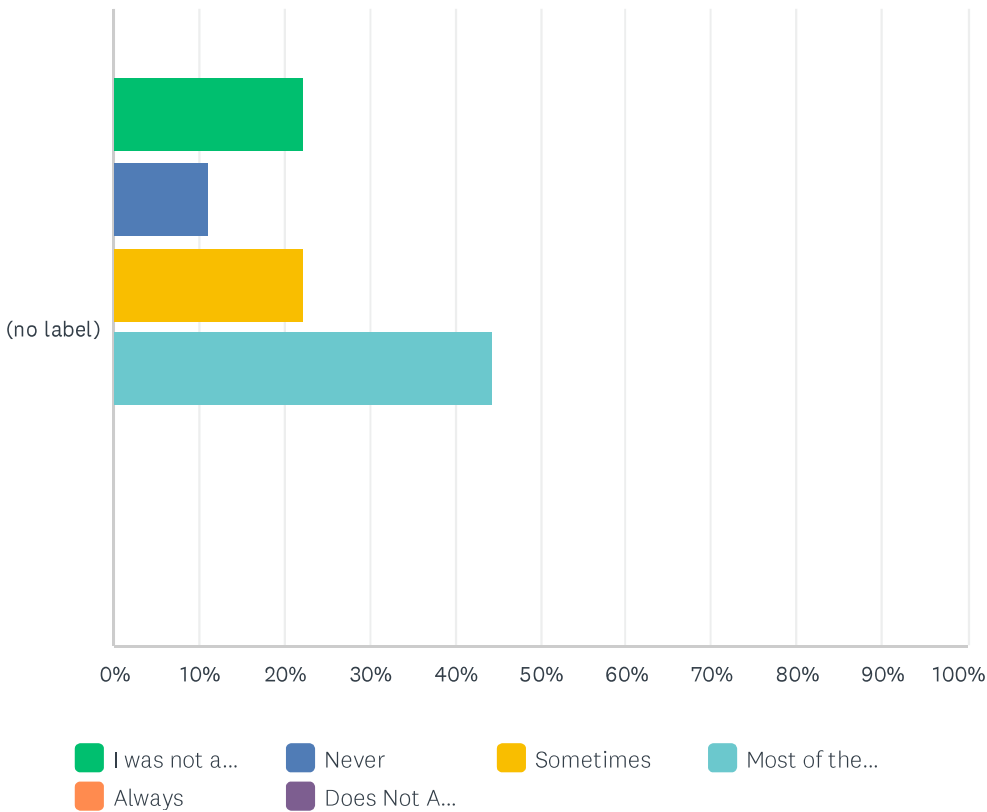
Answered: 9    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	11.11% 1	88.89% 8	0.00% 0	9	4.89

Q34 Do you participate in the Family Council?

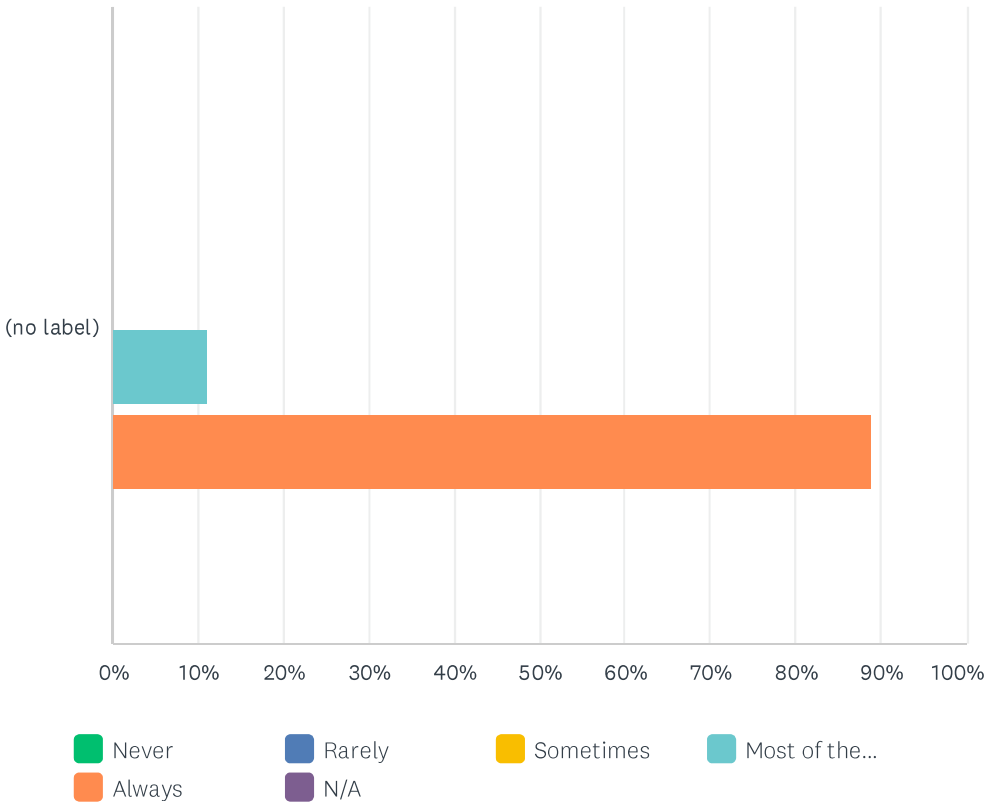
Answered: 9    Skipped: 1



	I WAS NOT AWARE THERE IS A FAMILY COUNCIL	NEVER	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	22.22% 2	11.11% 1	22.22% 2	44.44% 4	0.00% 0	0.00% 0	9	2.89

Q35 Are you able to visit your family member at any time?

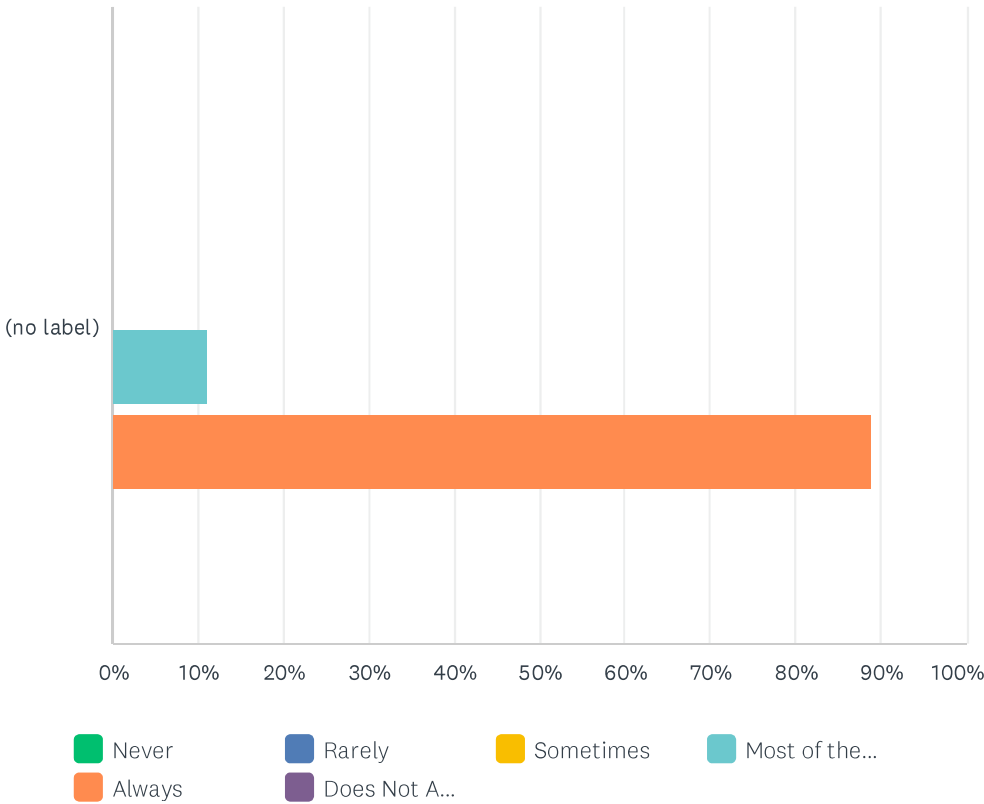
Answered: 9    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	N/A	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	11.11% 1	88.89% 8	0.00% 0	9	4.89

Q36 Are you pleased with the care they are receiving?

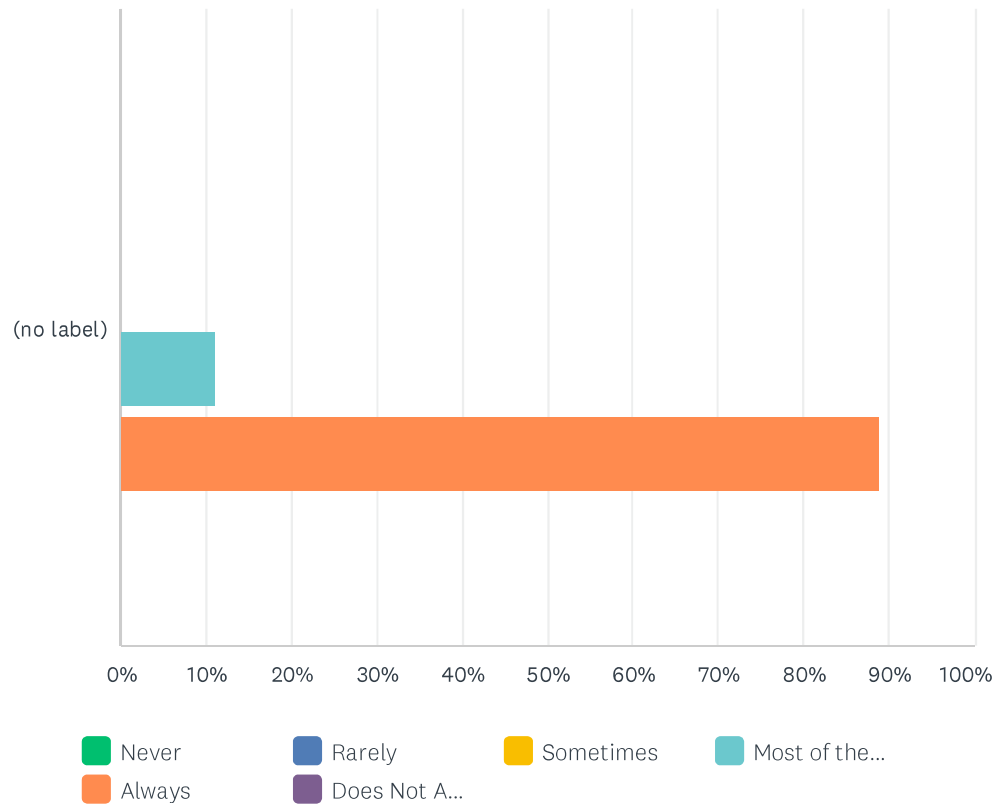
Answered: 9    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	11.11% 1	88.89% 8	0.00% 0	9	4.89

Q37 Do you find our home inviting?

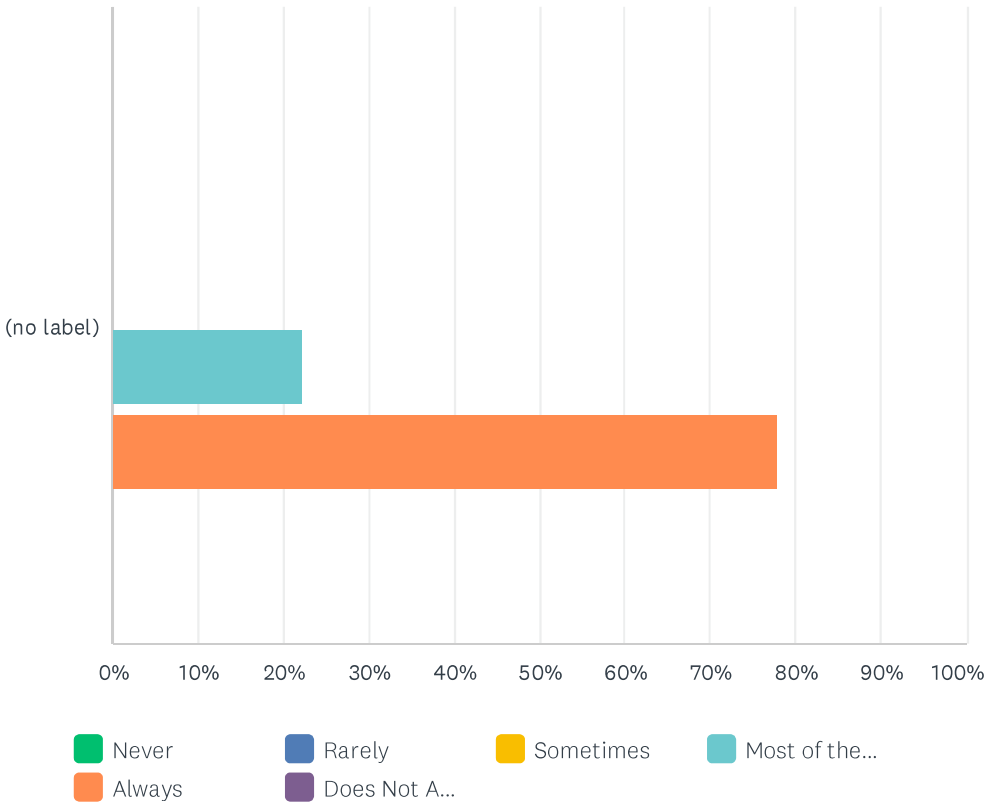
Answered: 9    Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	11.11% 1	88.89% 8	0.00% 0	9	4.89

Q38 Do you find all staff responsive, efficient and caring?

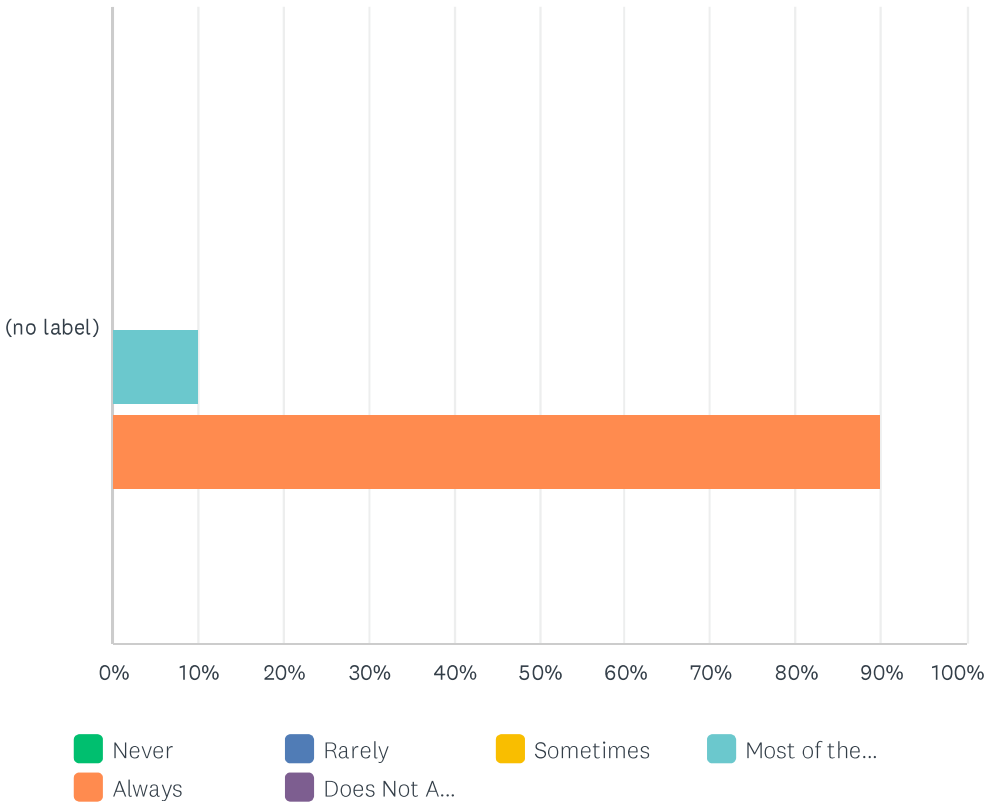
Answered: 9 Skipped: 1



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	22.22% 2	77.78% 7	0.00% 0	9	4.78

Q39 Would you recommend this nursing home to others?

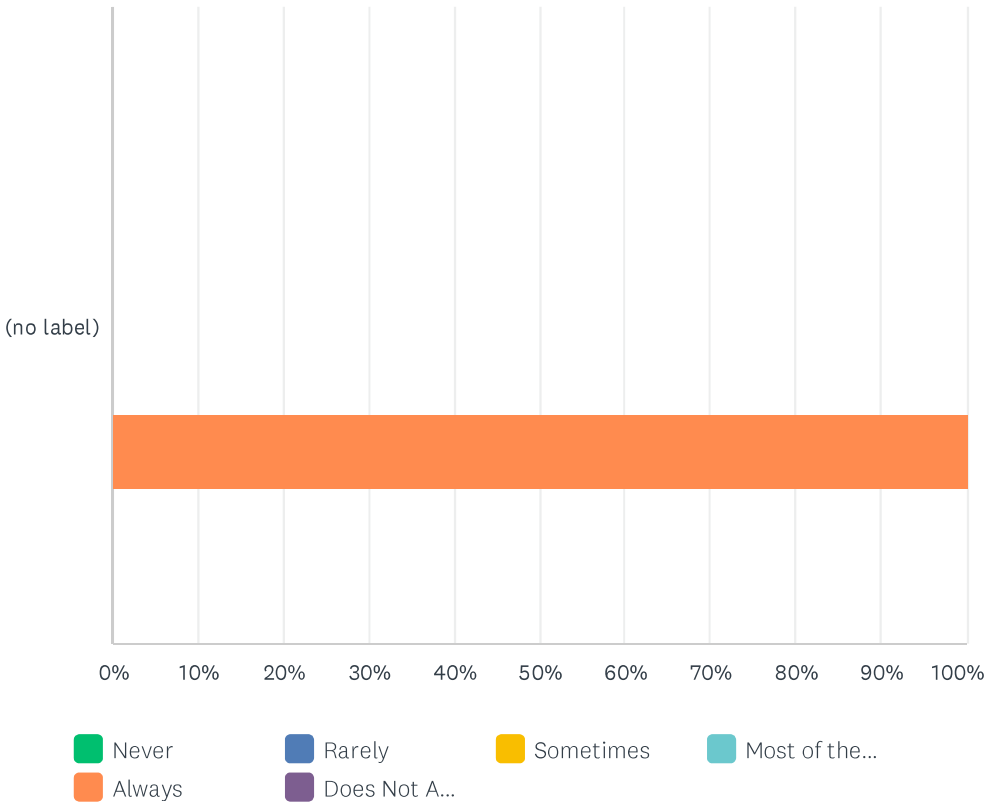
Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	10.00% 1	90.00% 9	0.00% 0	10	4.90

Q40 Do you feel safety is important to the home?

Answered: 10    Skipped: 0



	NEVER	RARELY	SOMETIMES	MOST OF THE TIME	ALWAYS	DOES NOT APPLY TO ME	TOTAL	WEIGHTED AVERAGE
(no label)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 10	0.00% 0	10	5.00